

## Cancellation Refund Policy & Guidelines

EFFECTIVE 7/1/2022 – Updated 8/11/22

### Program/Activity

Program/Activity Type	Submission Deadline	Cancellation Fee (amount withheld from refund)
Day Camps & Specialty Camps	5 or more business days prior to start date	\$20/week/participant
	Less than 5 business days prior to start date	\$50/week/participant
	City cancelled camps	No Fee (transaction and non-resident fees eligible for refund)
Instructional classes	5 or more business days prior to start date	\$5/class/participant
	Less than 5 business days prior to start date	\$20/class/participant
	After attending 1 class	No Fee
	After attending more than 1 class	Prorated based on # of classes attended and # of classes in the session
	City cancelled class	No fee (transaction and non-resident fees eligible for refund)
Senior 55+ Programs and Trips	All fee-based programs and trips	Fees may be waived at department discretion, based on impact
Teen Center Membership	Within 30 business days of purchase	\$5
	No refund if past 30 business days of purchase	
Teen Center Bus Transportation	Prior to first school day of week	\$5

**If you are unsatisfied with your program or activity, you may apply for a transfer or refund by submitting a written request within the same session by contacting Community Services at [csdfrontdesk@cityofsanteeca.gov](mailto:csdfrontdesk@cityofsanteeca.gov) or (619) 258-4100 ext. 222.**

- There is no fee for any program or activity cancelled by the Community Services Department.
- All online transaction fees and non-resident fees are non-refundable (exceptions apply, see below).
  - Program transfers are not available for a refund.
- Exceptions may be considered at the discretion of the department.

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### Indoor Facility Rentals

Rental Type	Submission Deadline	Cancellation Fee (amount withheld from refund)
Civic Center Rooms 7, 8A and 8P Facility Rentals  Payment due in full a minimum of 20 business days prior to event	\$300 damage/cleaning deposit required at time of booking - only charged if damages needing repair or cleaning are incurred during rental time. Credit card or check accepted. Any issues will be reported to permit holder within 5 business days after rental date	
	\$50 non-refundable reservation deposit - applied to cost of rental	
	Less than 20 business days prior to rental date	50% of total rental cost
	Less than 15 business days prior to rental date	No refund
	Insurance may be eligible for refund regardless of time of cancellation	

### Sport Field / Court and Outdoor Rentals

Rental Type	Submission Deadline	Cancellation Fee (amount withheld from refund)
Standard Field/Court Rentals  Payment due in full a minimum of 20 business days prior to event	Less than 20 business days prior to rental date	50% of total rental cost
	Less than 15 business days prior to rental date	No refund
Outdoor Special Event Rentals / Tournament Rentals  Payment due in full a minimum of 20 business days prior to event	\$50 nonrefundable deposit - applied to cost of rental	
	Less than 20 business days prior to rental date	50% of total rental cost
	Less than 15 business days prior to rental date	No refund
	Janitorial fees may be eligible for refund regardless of time of cancellation	
Picnic Shelter Rentals/Additional Outdoor Activity Rental Space	Reservation in effect rain or shine	
	5 or more business days prior to rental date	\$5
	Less than 5 business days prior to rental date	No refund

- All online transaction fees and non-resident fees are non-refundable (exceptions apply, see above).

- Rental transfers are not eligible for a refund.

- Exceptions may be considered at the discretion of the department.